WHAT IS CLAIMED IS:

1. A system for automatically prioritizing communications, comprising:

a contact center configured to receive said communications;

a decision engine configured to determine a priority code for each of said received communications; and

at least one queue configured to store said prioritized communications in order of priority code.

2. The system of claim 1, wherein said decision engine includes a parser configured to analyze content of said received communications.

3. The system of claim 1, wherein said communications include text communications and said decision engine includes a parser configured to parse text of said text communications.

4. The system of claim 3, wherein said text communications contain natural language that is parsed by said parser.

5. The system of claim 2, wherein said parser identifies concepts of said received communications.

6. The system of claim 5, wherein said parser identifies relationships between said concepts.

7. The system of claim 5, wherein said decision engine compares said concepts with priority criteria to determine said priority codes.

8. The system of claim 2, wherein said parser analyzes said received communications by identifying keywords in said received communications.

9. The system of claim 1, wherein said communications are received by said contact center via a text-based communication channel.

10. The system of claim 1, wherein said communications are voice communications and said decision engine includes a parser configured to analyze content of said voice communications.

11. The system of claim 1, wherein an agent having a judgment of priority selects prioritized communications from said queue according to said judgment of priority.

12. The system of claim 11, further comprising a monitoring module configured to monitor communications selected by said agent and to provide said selected communications and priority codes of said selected communications as feedback to said decision engine.

13. The system of claim 12, wherein said decision engine utilizes said feedback to adjust priority criteria used to determine priority of said received communications.

14. The system of claim 1, wherein said decision engine includes a parser configured to parse said received communications and a priority module configured to receive parsed communications from said parser and determine said priority code for each of said parsed communications.

15. The system of claim 14, wherein said priority module is a learning system and receives feedback from a monitoring module that monitors communications selected from said queue by at least one agent.

16. The system of claim 14, wherein said priority module is a rule-based system that determines said priority code according to a set of predetermined rules.

17. The system of claim 1, wherein said priority code is determined in accordance with priority guidelines established by a user of said system.

18. A system for automatically prioritizing tasks, comprising:

a contact center configured to receive said tasks;

a decision engine configured to determine a priority code for each of said tasks; and

at least one queue configured to store said tasks in order of priority code.

19. The system of claim 18, wherein said decision engine includes a parser configured to analyze content of said tasks.

20. The system of claim 18, wherein said decision engine includes a parser configured to parse text of said tasks.

21. The system of claim 20, wherein said tasks contain natural language that is parsed by said parser.

22. The system of claim 19, wherein said parser identifies concepts of said tasks.

23. The system of claim 22, wherein said parser identifies relationships between said concepts.

24. The system of claim 22, wherein said decision engine compares said concepts with priority criteria to determine said priority codes.

25. The system of claim 19, wherein said parser analyzes said tasks by identifying keywords in said tasks.

26. The system of claim 18, wherein said tasks are received by said contact center via a text-based communication channel.

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27. The system of claim 18, wherein said tasks are voice tasks and said decision engine includes a parser configured to analyze content of said voice tasks.

28. The system of claim 18, wherein an agent having a judgment of priority selects tasks from said queue according to said judgment of priority.

29. The system of claim 28, further comprising a monitoring module configured to monitor tasks selected by said agent and to provide said selected tasks and priority codes of said selected tasks as feedback to said decision engine.

30. The system of claim 29, wherein said decision engine utilizes said feedback to adjust priority criteria used to determine priority of said tasks.

31. The system of claim 18, wherein said decision engine includes a parser configured to parse said tasks and a priority module configured to receive parsed tasks from said parser and determine said priority code for each of said tasks.

32. The system of claim 31, wherein said priority module is a learning system and receives feedback from a monitoring module that monitors tasks selected from said queue by at least one agent.

33. The system of claim 31, wherein said priority module is a rule-based system that determines said priority code according to a set of predetermined rules.

34. The system of claim 18, wherein said priority code is determined in accordance with priority guidelines established by a user of said system.

35. A method for automatically prioritizing communications, comprising:

receiving said communications;

determining a priority code for each of said received communications; and

storing said prioritized communications in at least one queue according to priority code.

36. The method of claim 35, wherein the step of determining a priority code includes analyzing content of said received communications.

37. The method of claim 35, wherein the step of determining a priority code includes parsing text of said received communications.

38. The method of claim 37, wherein said text of said received communications contains natural language.

39. The method of claim 36, wherein analyzing content of said communications includes identifying concepts of said received communications.

40. The method of claim 39, wherein the step of determining said priority code includes comparing said concepts with priority criteria.

41. The method of claim 36, wherein analyzing said received communications includes identifying keywords.

42. The method of claim 35, wherein said communications are received via a text-based communication channel.

43. The method of claim 35, wherein said communications include voice communications and the step of determining a priority code includes analyzing content of said voice communications.

44. The method of claim 35, wherein an agent having a judgment of priority selects communications from said queue according to said judgment of priority.

45. The method of claim 44, further comprising the step of monitoring communications selected by said agent and utilizing said selected communications and priority codes of said selected communications as feedback.

46. The method of claim 45, wherein utilizing said selected communications and said priority codes includes adjusting priority criteria used to determine priorities of said communications.

47. The method of claim 43, further comprising the step of converting said voice communications into text communications prior to determining said priority code.

48. The method of claim 43, wherein analyzing content of said voice communications includes identifying emotional content.

49. A system for automatically prioritizing communications, comprising:

means for receiving said communications;

means for determining a priority code for each of said received communications; and

means for storing said prioritized communications in order of priority code.

50. A system for automatic task prioritization, comprising:

a decision engine configured to receive tasks and to determine a priority of each task;

at least one task queue configured to store said prioritized tasks in order of priority; and

a monitoring module configured to monitor tasks selected from said task queue by at least one agent and to forward said selected tasks and a priority code associated with each selected task as feedback to said decision engine such that said decision engine uses said feedback to update priority criteria.

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